

Chart 1: Customer Billing – This chart provides details on the number of bills issued each month and the accuracy of those bills. It also provides the average time it took to resolve bills that were in error.

Customer Billing

Performance Metrics	Oct Actual	Nov Actual	Dec Actual	4Q20 Actual	YTD
# of Bills Rendered	22693	22177	7576	52446	245877
% of Billing Accuracy	99.7%	99.8%	99.9%	99.8%	99.3%
Billed in Error	1	0	0	1	23
Rate Change	0	0	0	0	0
Wrong Bill Cycle	0	0	0	0	0
Wrong Customer Billed	3	0	0	3	3
Wrong Period Billed	2	5	3	10	53
Wrong Rate	1	0	0	1	8
Wrong Read	57	40	6	103	1783
# of Billing Exceptions	660	289	104	1053	4995
Avg # of Days to Resolve Billing Exceptions	5.02	9.87	1.87	5.59	4.65

Chart 2: Call Center Operations – This chart provides details on how responsive customer service representatives are in handling calls. It includes the number of calls received each month and how quickly those calls are answered.

Since the issuance of the Commission Order No. 2020-306, Blue Granite has modified the flow of escalated customer calls to be transferred to its local Charlotte Customer Service team, with additional support for complex issues forwarded to the Blue Granite Customer Service Manager to facilitate timely and comprehensive resolution.

Call Center Operations

Performance Metrics	Oct Actual	Nov Actual	Dec Actual	4Q20 Actual	YTD
# of Calls Received at all Centers	2582	2207	1604	6393	28955
*Average Speed of Answer / Service Level	91.9%	78.1%	68.8%	79.6%	83.0%
Abandon Rate	0.8%	3.8%	7.1%	3.9%	3.2%
Longest Wait Time in Queue	0:05:12	0:05:47	0:06:09	0:06:09	0:10:46
Average Wait Time	0:00:20	0:00:48	0:01:14	0:00:47	0:00:47
Average Customer Treatment Time	0:07:02	0:09:10	0:10:35	0:08:56	0:07:17

*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

Chart 3: Customer Issues – This chart provides details on issues reported from customers. The report rate is measured by dividing the number of reports by the number of active customer accounts. These issues are considered resolved unless they are either escalated to the Community Relations Coordinator or a complaint comes through the ORS for investigation by the Community Relations Coordinator. See Chart 4 for those complaints.

Customer Complaints

Performance Metrics	Oct Actual	Nov Actual	Dec Actual	4Q20 Actual	YTD
# of Complaints Received	395	336	256	987	4110
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%
Complaint Rate	1.75%	1.49%	1.16%	1.47%	1.55%
High Bill Investigation	99	83	56	238	844
Air in Water	0	0	2	2	24
Clogged Sewer	23	16	16	55	196
Discolored Water	13	10	7	30	136
General Investigation	14	14	8	36	337
High or Low Pressure in the Water	33	28	12	73	270
Lawn Repair for Sewer Breaks	2	0	2	4	12
Lawn Repair for Water Breaks	10	1	2	13	55
Lift Station Problems	3	4	1	8	31
Mineral Amount in Water	0	0	0	0	8
No Water	50	62	22	134	538
Noise in Sewer	0	2	2	4	9
Odor in Sewer	3	0	2	5	28
Repair/Replace Meter Box	7	4	5	16	32
Repair Road	5	3	7	15	48
Sewer Main Break	2	0	0	2	28
Sewer Miscellaneous Complaint	15	4	8	27	155
Sewer Service Line Break	9	6	10	25	63
Taste or Odor in the Water	4	1	1	6	22
Water Quality	6	3	11	20	53

Water Main Break	8	11	5	24	141
Water Miscellaneous Complaint	28	17	18	63	328
Water Service Line Break	44	56	46	146	546
Test Meter	17	11	13	41	206

Chart 4: Customer Complaints – This chart provides customer complaints and resolutions for the most recent quarter.

Complaints to the S.C. Office of Regulatory Staff and Responses

Customer Name	Customer Complaint	Company Response	Resolution Date
TK.	Inquiry about a check reimbursement of \$46.01	Company reissued check	7/1/2020
S.Y.	Did not receive a bill and not able to sign into My Utility Connect Online Application	Company reissued all late bills via paper bills and reset the customer's My Utility Account Password. Set up a payment arrangement to assist with past due balance	7/8/2020
D.F.	High Bill complaint	Our Billing Department reimbursed the customer's account \$1,082. Operations tested the meter, and it was working within parameters.	7/10/2020
B.M.	High Bill complaint	Tested the Meter to make sure the usage was correct. It was working 100% accurately. We still replaced the old meter as a courtesy	7/10/2020
RH.	Line flushing	Customer complained of dirty water and requested flushing of the lines. Staff increased flushing of this street.	7/24/2020
L.M.	Check reimbursement for closing account for \$11.34	Company issued a check to the customer	8/13/2020
B.F.	Complaint of a generator running to keep the pump stations clearing excessive rainwater	The company has removed this generator from our easement to appease the customer	8/14/2020
I.Y.	Did not receive a Boil Water Advisory Communication	The system indicated that customer received the notification via phone and email	9/8/2020
R. & S.C.	A leak and low pressure	We read the meter and found no issues with the usage or a leak	9/15/2020
W.P.	Reported a leak	The leak was repaired, and we repaired the customer's driveway	9/15/2020
T.G.	Customer complained she received the rescind but not the original Boil Water Advisory notification	The message was not sent, and Blue Granite Water made a system correction to address the issue	9/23/2020

L.W.	Customer complained she received the rescind but not the original Boil Water Advisory notification	The message was not sent, and Blue Granite Water made a system correction to address the issue	9/23/2020
R.J.	Did not receive a paper bill	We requested a valid address for the customer for us to send the paper bills	9/23/2020
D.T.	Customer complained she received the rescind but not the original Boil Water Advisory notification	The message was not sent, and Blue Granite Water made a system correction to address the issue	9/23/2020
J.D.	Complained of flies and the smell at a lift station	The operator applied a new and different deodorizer at the lift station.	9/30/2020
L.W.B.C.	The customer reported a leak and a high bill.	The leak was on the customer's side of the meter. The Regional Manager had a plumber help the customer repair the leak. We also corrected the 3-inch meter setting due to a misplaced decimal placed when installed and reimbursed the accounts impacted in the area.	10/5/2020
R.M.	The customer complained about the addition of \$225 to his account.	The customer had a leak in his irrigation system. We reimbursed the customer the water that passed through the meter after the leak was repaired.	10/5/2020
A.C.	The customer is complaining about a high bill.	We have removed the 3-inch meter and have sent it to be tested. Once the test is received, we will reimburse the customer any overpayment.	10/5/2020
B.H.	The customer is complaining about a high bill.	The customer had a leak and had it repaired. We reimbursed the customer the water that passed through the meter after the leak was repaired.	10/6/2020
G.P.	Complained his bill was wrong based on the wrong Territory rate.	We ensured the customer was billed in the correct Territory rate. We also checked to make sure the water usage was within the normal usage parameter for the customer. All was correct.	10/7/2020
J.L.	Complained of low pressure at his Condo	The pressure was measured on our side of the master meter and it was within the parameters.	12/2/2020
G.B.	Complained of black substance build up in the bathroom and kitchen faucets	The water was tested at the outside spigot and the chlorine residual was normal. The issue is within the home	12/3/2020
K. & R.B.	The customer complained about a high bill, meter box leak, and meter issue	The customer had a leak on her side of the meter. She had it fixed. The usage was within parameters. However, we tested the meter, and it was working 100% correctly. We also replaced the meter as a courtesy. We provided the entire 2020 billing invoices, the work order records, and provided as a follow up the April to December 2019 bills.	12/11/2020